

Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT
Intramuros, Manila

DEPARTMENT OF LABOR AND EMPLOYMENT
Administrative Service Central Records Section-GSO

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DEPARTMENT ORDER NO. 105-A
Series of 2010

CONVERTING ALL INFORMATION OFFICES WITHIN THE DEPARTMENT INTO LABOR COMMUNICATIONS OFFICES IN LINE WITH THE 22-ITEM AGENDA OF PRESIDENT BENIGNO SIMEON C. AQUINO III

In view of the necessity to effectively communicate to DOLE clients and the general public the programs, projects, and policies of the Department, as well as its available services, and in consonance with the increased role of DOLE Information Officers in communicating to the public the 22-point labor and employment agenda of President Benigno Simeon C. Aquino III, all information offices within the Department, including regional offices, bureaus, and attached agencies, shall be converted into labor communications offices.

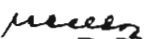
The transformation and the subsequent new functions of said offices shall include the formulation and establishment of a feedback mechanism from the clients with emphasis on the response/action taken by the Department on their concerns, problems, and complaints. Concerned offices shall submit regular daily reports to the Labor Communications Office of the Central Office.

The said reports shall contain details of the client or case such as name/s, age, residential/business address, nature of problem or complaint, and action taken or services rendered. The concerned communication officer of the DOLE office shall be responsible for documenting the progress of the case up to its resolution, or until final action has been taken.

The Labor Communications Office shall, in turn, develop the materials resulting from the reports into stories for media consumption upon clearance by the Office of the Secretary. This also serves as an instruction to all communication officers of the Department to be truthful in their reporting as it will be validated with subject clients.

The Labor Communications Office shall formulate Implementing Guidelines pertinent to the system of reporting within fifteen (15) days from the issuance of this Order.

For strict compliance.


ROSALINDA D. BALDOZ
Secretary